

KENNY MARCHANT  
24TH DISTRICT, TEXAS

COMMITTEE ON  
WAYS AND MEANS  

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COMMITTEE ON ETHICS

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March 21, 2016

The Honorable John Koskinen  
Commissioner  
Internal Revenue Service  
1111 Constitution Ave. NW  
Washington, DC 20224

Dear Commissioner Koskinen:

I am writing with great concern regarding the inability of Taxpayer Assistance Centers (TACs) to honor their stated hours and the real hardship that this has caused for my constituents.

I have heard from my constituents that the TACs in Fort Worth and Farmers Branch, Texas, turned away families as early as 1:15pm on at least two separate days when their closing times are 4:30pm. Personnel at the offices told these families, who had already been standing in line prior to being told to leave, that they simply could not take any more taxpayers.

To be clear, these constituents are people who, by coming to your TACs, are trying to dutifully pay their taxes fully and on time. They are making real sacrifices by taking time off of their jobs, possibly incurring a cost to their wage, or are having to obtain childcare or bring their children along. The least that they deserve from the Taxpayer Assistance Centers, which are paid for by taxpayers, is personnel that assist taxpayers and don't, en masse, take off from their own jobs. If there is truly no way for these taxpayers to be helped in the current system, then organizational practices need to be changed immediately. When is the last time that all TACs' office practices have been reviewed, especially as they relate to actual taxpayer service? I respectfully ask, in particular, that you look into the operations of the Fort Worth, Farmers Branch, and Dallas offices and inform me of your findings. As tax filing season draws closer, I am also concerned that this problem will only get worse and that there will be more examples of constituents who are turned-away on successive days. With that in mind, I would appreciate your immediately working to ensure that TACs are performing to meet the incoming demand.

Thank you for your review of this correspondence and I look forward to your reply. Should you have any questions regarding this letter, please feel free to contact me, or my Legislative Assistant, Robert Vega, at 202.225.6605 or [robert.vega@mail.house.gov](mailto:robert.vega@mail.house.gov).

Sincerely,



Kenny Marchant  
Member of Congress